



Patent  
Attorney Docket No.: 025000-073

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Patent Application:	)	
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Thomas Howard BATEMAN, et al.	)	
	)	
Serial No.: 10/663,740	)	Work Group: 2116
	)	
Filed: September 17, 2003	)	Examiner: R. Perveen
	)	Conf No.: 2659
Title: METHOD AND SYSTEM FOR	)	
COORDINATING DATA AND VOICE	)	
COMMUNICATIONS VIA CUSTOMER	)	
CONTACT CHANNEL CHANGING	)	
SYSTEM	)	

**AMENDMENT**

**Attn: Mail Stop Amendment**  
Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

Sir:

This is in response to the Office Action mailed September 2, 2004, having a period for response set to expire December 2, 2004. A Petition for a Three Month Extension of Time is being submitted herewith, thereby extending the period for response to March 2, 2005. The following amendment and remarks are respectfully submitted, and reconsideration of the claims is respectfully requested.